

Independence Matters

'the life you choose...'

TEAM MANAGER COMMUNITY HUB SERVICE JOB DESCRIPTION

Post:	Team Manager	Location:	Norfolk
Reporting to:	Service Manager	Responsible for:	Support Workers Business Support Caretaker

RESPONSIBILITIES OF THE POST

1) Principal purpose of the job role

The primary role of a Team Manager at Independence Matters is to directly support and motivate team members to lead and deliver outstanding services in accordance with legislation, regulatory standards and contractual requirements. You will also ensure the needs and aspirations of people supported are being met and that this can be evidenced. You will achieve this through acting with integrity; value, respect and promote equality, diversity, dignity and inclusion.

You need to be prepared to work flexibly over a 7-day period, be willing to undertake training and personal development activities as required, and able to travel to different work locations.

2) Context

Independence Matters provides a wide range of support services tailored to the needs of adults with learning and physical disabilities, young people in transition and older people, including people with dementia, and their families.

This role is responsible for the day to day management of a team of workers delivering front line care services to customers, either in their own homes, community hubs or in the community. The post is responsible for ensuring standards of care are of a consistently high standard, and to ensure performance issues are addressed promptly and effectively.

This service provides excellent Care Quality Commission registered support. We are located in the heart of the community, providing accommodation and support for adults with learning disabilities and other complex needs. The service enables our customers to lead active lives in the community, build their confidence, empower, and maintain the level of independence that is right for them. This can include, increasing social circles, meeting friends, community engagement, employment both voluntary and paid, household tasks, including finance.

We expect our people to be up-to-speed with the current world of learning disability and know about the challenges and realities people face and understand the impact Independence Matters is trying to bring about.

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Independence Matters does, not just the work they do.

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3) Key responsibilities of the role (*this list is not exhaustive*)

The role has responsibilities that focus on two areas: Quality and Relationships.

You will:

- Deputise for the Service Manager as part of the leadership team to ensure business strategies are communicated and implemented locally.
- Empowered to make decisions within parameters of delegated authority.
- Support the Service Manager to work within budgets and manage resources effectively to minimise waste.
- To ensure that outstanding quality is maintained, and service improvements are made through auditing, outcomes and shared learning.
- Promote the welfare and safeguarding children/younger people and adults through adhering to company policy and strategy and report incidents.
- Line management responsibility for staff employed within area of accountability.
- Support the Service Manager to drive quality to ensure registered services will receive a 'Good' rating at minimum and non-registered services achieve good outcomes from any audits.
- Provide strong leadership, including the ability to influence, motivate and inspire others.
- To set and monitor performance objectives for staff.
- In line with company policies and procedures on performance management uphold the position of note taker and pre-investigation manager and ensure fair and consistent evidence-based decisions are made to protect customers, staff, and the company reputation.
- As required under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 17: Good governance and Regulation 12: Safe care and treatment:
 1. You will manage and deliver good quality, sustainable care, treatment, and support through quality improvements following audit and trends analysis and lessons learnt, and
 2. you will act on the best information about risk, performance, and outcomes, and share this securely with others when appropriate and across all services.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Independence Matters

4) Person Specification

Skills & abilities

Essential/Desirable

Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders

- Good ICT skills and competency using Microsoft Office. E
- Demonstrate the ability to work on own initiative. E
- Flexibility regarding working hours to participate in an out-of-hours on-call rota (weekends and/or evenings). E
- Takes responsibility for their own development. E
- Initiative and confidence to make decisions. E
- Ability to work calmly, efficiently and accurately under pressure. E

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Knowledge and experience

- Evidence of coaching and mentoring others to achieve desired outcomes. E
- Evidence of ability to successfully communicate with a range of different audiences. E
- Understanding of Quality Assurance Frameworks for Registered and Unregistered services. D
- Working knowledge of Children and Adult and Mental Health Services frameworks. D
- Experience of being a leader. D
- Evidence of change management and resilience building. D

Qualifications

- Educated to GCSE level in Maths and English or equivalent Level 2 qualification D
- Social care qualification or equivalent or willing to achieve qualification E
- Holds a valid, clean driving licence E

Special Conditions

- The post is subject to the appropriate level of Disclosure and Barring check.
- It is envisaged that the post holder will be required to work across customer groups and within different services should the need arise.
- The post holder must be physically capable of delivering personal care.
- Where the role requires driving ability the post holder must hold business insurance for their car.